



Let's put things right

What to do if you're unhappy with our service





Step 1 Tell us what's happened



Call

Call **0800 980 8800** to talk about your bill or account or **0800 316 9800** to talk about your water or wastewater.

For our opening hours visit [thameswater.co.uk](https://www.thameswater.co.uk)



Chat online

Visit [thameswater.co.uk/help](https://www.thameswater.co.uk/help) and click the chat icon in the bottom right of your screen



Message (for billing and account issues only)

We're a verified business on **WhatsApp** - just open a new chat and search "Thames Water" in the "Businesses" field.



Write

Pop your letter to **Thames Water, PO Box 436, Swindon, SN38 1TU** with your name, address, phone number and the best times to call (we'll be in touch within 10 working days).

If your hearing or speech is impaired, you can contact us using Relay UK - visit [relayuk.bt.com](https://www.relayuk.bt.com)

Need language support?

We can provide an interpreter for over 240 different languages when you call.

Is there anything I need to include?

Just your account number. It's on your online account and in the top right corner of any letters or emails we send you.

Step 2 Hear back from us

We'll get back to you as quickly as we can. If that's not straight away, we'll let you know how long our response will take. The whole process shouldn't take more than eight weeks.

If you're not happy with our reply or you need further help, you can call or write to us and ask for your complaint to be escalated.

If you'd like to nominate someone else to manage your complaint for you, we'll just need your permission to share the details first.

I haven't heard back yet

If you write to us but don't hear back within 10 working days, we'll automatically credit your account with £20. Find out more at [thameswater.co.uk/customercommitment](https://www.thameswater.co.uk/customercommitment)

Step 3 Follow up if you need to

If you're not happy with our final resolution, your issue is over eight weeks old, or you want some free trusted, independent advice please reach out to the Consumer Council for Water (CCW). This independent body can represent your complaint for you providing you've already been through steps 1 and 2 in this leaflet.

CCW, London & South East
23 Stephenson Street,
Birmingham, B2 4BH
0300 034 2222
[ccwater.org.uk/contact-us](https://www.ccwater.org.uk/contact-us)

Can Ofwat help me?

As our economic regulator, **Ofwat** only handles complaints for very specific issues such as water or sewer main requisitions, sewer adoptions or anti-competitive behaviour. Find out more at [ofwat.gov.uk](https://www.ofwat.gov.uk)

The small print: If you need us to chat to your solicitor or land agent about your complaint, we can't be responsible for any costs incurred. We may need to pass your details on to colleagues or partners working on our behalf. Find out how we use and protect your personal data at [thameswater.co.uk/privacy](https://www.thameswater.co.uk/privacy)

We're here to talk



0800 980 8800



[thameswater.co.uk](https://www.thameswater.co.uk)

Need an extra helping hand?

If you or someone you know needs a little extra support, please register for our free priority services.

Carers, friends, or family can also register on behalf of someone they think could benefit.

Visit [thameswater.co.uk/extracare](https://www.thameswater.co.uk/extracare) or ring **0800 009 3652**

This leaflet can be supplied in **large print, braille, or audio format**. We also provide **translation services** - just give us a call and we'll sort it.

